

AMENDMENTS TO THE CLAIMS:

This listing of the claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently Amended) A software-based method that allows ~~callers~~users to access an information site or an application site on the internet by one or more client devices comprising a telephone, a mobile phone and a data device, the method comprising the steps of:

performing a transaction session by accessing a data source in multiple phases, the data source comprising at least one of the information site and the application site, the transaction session comprising at least one client interaction session and a data source interaction session, the client interaction session comprising a data access session with the client device, the data source interaction session comprising a session corresponding to the data source, the multiple phases comprising different client interaction sessions via the one or more client devices to participate in at least part of the transaction session;

storing session data relating to the transaction session in a memory device, the session data comprising user identification data for associating the transaction session to a user participating in the transaction session, the session data being saved at different steps of the transaction session; and

using the stored session data to allow the user to ~~drop~~terminate a call that constitutes~~ing~~ one of the multiple phases before completion of the transaction session, and establish another call back at a later time to continue the transaction session with one of the information site and the application site during another one of the multiple phases.

2. (Previously Presented) A system as claimed in claim 6, wherein callersusers access the system multi-modally using a plurality of different devices during respective ones of the multiple phases of interaction.
3. (Previously Presented) A system as claimed in claim 6, wherein each user accessing the system is identified using at least one of a combination of username and password, a pin and pass-code, cookie information, and other identification technique available through the use of the client device.
4. (Previously Presented) A method as claimed in claim 1, wherein the session data allows the user to continue the transaction session at substantially the same point during the transaction session where the call was earlier dropped or data contact was terminated.
5. (Previously Presented) A method as claimed in claim 1, wherein the storing step comprises the step of storing session data in a memory device corresponding to a session management gateway connected downstream of the information site or the application site via the internet and upstream of the client devices.
6. (Previously Presented) A method as claimed in claim 5, wherein the storing step comprises the step of storing the session data in the memory device independently of the information site, the application site, the business logic employed upstream of the session management gateway, a back end data server, the client device, and the access medium employed by the client device to establish an interaction session to access the session management gateway.

7. (Previously Presented) A method as claimed in claim 5, wherein the session data is retained in the memory device even during the absence of the user device being connected to the session management gateway.

8. (Currently Amended) A method as claimed in claim 7, A software-based method that allows users to access an information site or an application site on the internet by one or more client devices comprising a telephone, a mobile phone and a data device, the method comprising the steps of:

performing a transaction session by accessing a data source in multiple phases, the data source comprising at least one of the information site and the application site, the transaction session comprising at least one client interaction session and a data source interaction session, the client interaction session comprising a data access session with the client device, the data source interaction session comprising a session corresponding to the data source, the multiple phases comprising different client interaction sessions via the one or more client devices to participate in at least part of the transaction session;

storing session data relating to the transaction session in a memory device, the session data comprising user identification data for associating the transaction session to a user participating in the transaction session, the session data being saved at different steps of the transaction session; and

using the stored session data to allow the user to drop a call constituting one of the multiple phases, and call back at a later time to continue the transaction session with one of the information site and the application site during another one of the multiple phases;

wherein the storing step comprises the step of storing session data in a memory device corresponding to a session management gateway connected downstream of the information site or the application site via the internet and upstream of the client devices;

wherein the session data is retained in the memory device even during the absence of the user device being connected to the session management gateway;

wherein the session management gateway maintains the transaction session with the data source for a selected period of time after a client interaction session between the information site or the application site and a user device is terminated before completion, and the session management gateway maps a subsequent client interaction session to the transaction session.

9. (Currently Amended) A system for managing access of a client device to a data source comprising at least one of an information site and an application site on the internet comprising:

a session management gateway connected downstream of the data source via the internet and upstream of a client device; and

a memory device read from and written to by the session management gateway and not by a user interface module, nor the client device, nor a back end data server employed upstream of the session management gateway, nor the data source;

wherein the session management gateway is programmable to store transaction session data in the memory device that relates the user to a transaction session with the data source in response to a user initiating the transaction session by establishing a connection with the session management gateway via a client device that employs a voice device or a data device;

the transaction session comprising at least one client interaction session and a data source interaction session;

the client interaction session comprising a data access session with the client device;

the data source interaction session comprising a session corresponding to the data source;

the transaction session data being stored independently of the information site, the application site, the business logic employed upstream of the session management

gateway, a back end data server, the client device, and the access medium employed by the client device to establish an interaction session to access the session management gateway for participation in the transaction session, following connection with the session management gateway by the client device;

the session management gateway being configured to associate user identification data corresponding to the user with the transaction session data for that user when the user establishes the connection, maintain the user identification data after the user terminates the connection, and to map any subsequent interaction sessions that are initiated by the user establishing another connection to the session management gateway using the client device or another device with to the transaction session by using the user identification data after the user has identified himself.

10. (Previously Presented) A system as claimed in claim 9, wherein the data source comprises a single application and the session management gateway interacts with the single application for the transaction session, and the system is operable to support multiple phases with respect to the transaction session, the multiple phases comprising different client interaction sessions via the one or more client devices to participate in at least part of the transaction session, the client device being a telephone in one phase, and a data device in another phase.

11. (Previously Presented) A system as claimed in claim 9, wherein the session management gateway is operable to store transaction session data corresponding to plural transaction sessions in the memory device independently of the information site, the application site, a back end data server, the business logic, the client device, and the access medium employed by the client device to establish an interaction session to access the session management gateway to avoid being application-specific.

12. (Previously Presented) A system as claimed in claim 9, wherein the transaction session data is retained in the memory device even during the absence of the client device being connected to the session management gateway.

13. (Currently Amended) A system as claimed in claim 12, A system for managing access of a client device to a data source comprising at least one of an information site and an application site on the internet comprising:

a session management gateway connected downstream of the data source via the internet and upstream of a client device; and

a memory device read from and written to by the session management gateway and not by a user interface module, nor the client device, nor a back end data server, nor the data source;

wherein the session management gateway is programmable to store transaction session data in the memory device that relates the user to a transaction session with the data source; the transaction session comprising at least one client interaction session and a data source interaction session;

the client interaction session comprising a data access session with the client device;

the data source interaction session comprising a session corresponding to the data source;

the transaction session data being stored independently of the information site, the application site, the business logic, a back end data server, the client device, and the access medium employed by the client device to establish an interaction session to access the session management gateway for participation in the transaction session;

the session management gateway being configured to associate user identification data corresponding to the user with the transaction session data for that user, and to map any subsequent interaction sessions initiated by the user using the

client device or another device with the transaction session by using the user identification data after the user has identified himself;

wherein the transaction session data is retained in the memory device even during the absence of the client device being connected to the session management gateway;

wherein the session management gateway maintains the transaction session with the data source for a selected period of time after an client interaction session between the data source and a client device is terminated before completion, and the session management gateway maps a subsequent client interaction session to the transaction session.

14. (Previously Presented) A system as claimed in claim 9, wherein the transaction session data is retained in the memory device a predetermined period of time and then deleted therefrom if no other phases or client interaction sessions are commenced during the predetermined period of time.

15. (Previously Presented) A system as claimed in claim 9, wherein the transaction session data is saved to the memory device at different events in the transaction.

16. (Previously Presented) A system as claimed in claim 9, further comprising at least one other session management gateway being configured to access the memory device and to store transaction session data therein.

17. (Previously Presented) A system as claimed in claim 16, wherein the session management gateways connected to the memory device are operable to maintain respective phases comprising client interaction sessions in the same transaction session.

18. (Currently Amended) A method for managing access of a user device to a data source comprising at least one of an information site and an application site on the internet comprising the steps of:

establishing a first client interaction session when a first connection is established with a session management gateway by a user device to initiate a transaction session with the data source, the session management gateway being connected downstream of the data source via the internet and upstream of the user device to initiate a transaction session with the data source;

storing transaction session data relating to the transaction session in a memory device read from and written to by the session management gateway and not the user interface, nor the user device, nor a back end data server, nor the data source, wherein the transaction session data comprises user identification data for associating the transaction session to a user participating in the transaction session, and the transaction session data is saved at different steps of the transaction session;

terminating the first client interaction session when the first connection is terminated;

initiating a second client interaction session at the user device or another device when a second connection is established with the session management gateway by the user device or another device wherein the user provides user identification data to the session management gateway; and

mapping the second client interaction session with the transaction session by using the user identification data after the user has identified himself.

19. (Currently Amended) A computer-readable storage device operable to store transaction session data relating to transaction sessions, the transaction sessions comprising data access sessions to access a data source in multiple phases, the data source selected from an information site and an application site on the internet, the computer-readable storage device being employed downstream of the data source and upstream of a client device, the transaction session comprising at least one client

interaction session and a data source interaction session, the client interaction session comprising a data access session with the client interfacedevice, the data source interaction session comprising a session corresponding to the data source, the transaction session data being stored independently of the information site, the application site, the business logic employed upstream of the computer-readable storage device, the client device, and the access medium employed by the client device to establish an interaction session to participate in the transaction, following a connection by a client device to a processing device that employs the computer-readable storage device, the multiple phases comprising different client interaction sessions via the one or more client devices to participate in at least part of the transaction session, respective ones of the different client interaction sessions being established when a client device establishes a connection to the processing device, the transaction session data comprising user identification data for associating the transaction session to a user participating in the transaction session, the transaction session data being saved by the computer-readable storage device at different steps of the transaction session to allow a client device to terminate its connection to the processing device before completion of the transaction session and to establish another connection at a later time to continue the transaction session during another one of the multiple phases.

20. (Previously Presented) A computer-readable storage device as claimed in claim 19, wherein the computer-readable storage device is operable with a session management gateway connected downstream of the data source and upstream of the client devices, the session management gateway being operable to manage the transaction sessions independently of the data source, the business logic, the client devices and access medium employed by the client devices, and the transaction session data is retained in the computer-readable storage device even during the absence of the user device being connected to the session management gateway.

21. (Previously Presented) A computer-readable storage device as claimed in claim 19, wherein the transaction session data is retained in the computer-readable storage device for a predetermined period of time and deleted therefrom if no phases or client interaction sessions are commenced during the predetermined period of time.
22. (Previously Presented) A method as claimed in claim 8, wherein a user initiates the subsequent client interaction session to continue the transaction session and provides the same user identification data.
23. (Previously Presented) A system as claimed in claim 9, wherein the data source comprises a single application and the session management gateway interacts with the single application for the transaction session, and the system is operable to support multiple phases with respect to the transaction session, the multiple phases comprising different client interaction sessions via the one or more client devices to participate in at least part of the transaction session, the client device being a data device in one phase, and a data device in another phase.
24. (Previously Presented) A method as claimed in claim 18, wherein the user identification data is provided automatically via the user device.